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University Housing Newsletter

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## University Housing Newsletter, February 2011

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# UNIVERSITY HOUSING

Creating an environment where people can be exceptional

## University Housing Newsletter

The University Housing Newsletter is a monthly publication of the department for staff members. It is **YOUR** news - you are encouraged to contribute articles or information to share with the department.

To contribute an article to the newsletter, email the entire article by the 25th of each month to Kent Perrodin at [kperrod@uark.edu](mailto:kperrod@uark.edu).

Articles will be reviewed for content and may be edited for publishing.



UNIVERSITY OF  
ARKANSAS  
STUDENT AFFAIRS

## WEATHER WE'LL BE TALKING ABOUT FOR A LONG TIME!



Photos contributed by Aaron England

FEBRUARY, 2011

<http://housing.uark.edu>



RecycleMania is a friendly competition and benchmarking tool for college and university recycling programs to promote waste reduction activities to their campus communities. Over a 10-week period, schools report recycling and trash data which are then ranked according to who collects the largest amount of recyclables per capita, the largest amount of total recyclables, the least amount of trash per capita, or have the highest recycling rate. With each week's reports and rankings, participating schools watch how their results fluctuate against other schools and use this to rally their campus communities to reduce and recycle more.

### Overall Goals for RecycleMania

1. Have a fair and friendly recycling competition.
2. Increase recycling participation by students and staff.
3. Heighten awareness of schools' waste management and recycling programs.
4. Expand economic opportunities while addressing environmental issues in a positive way.
5. Lower waste generated on-campus by reducing, reusing and recycling.
6. Have the competition act as a catalyst for colleges and universities to build and expand waste reduction programs on campus.

<http://recyclemaniacs.org/overview.htm>

## UNIVERSITY HOUSING TWO-WEEK TOTALS ENDING 2/18

The two week total effort is 1545 pounds of recycled material.

Building	Cardboard	Cans	Plastic	Mixed Paper	Contaminated	TOTALS
Futrall	0	0	0	0	0	0
Gibson	56	23	68	35	0	182
Gregson	42	13	48	31	0	134
Humphreys	108	9	57	40	0	214
Maple Hill East	2	3	18	0	0	23
Maple Hill South	14	0	6	13	0	33
Maple Hill West	2	4	18	32	0	56
NWQ B	23	9	13	6	0	51
NWQ D	0	0	0	0	0	0
Pomfret	157	70	215	196	4	634
Reid	10	7	12	30	1	58
Yocum	66	10	37	47	0	160





Left: Jef Tepper, Jeleea Limbrick, Meghan Jagnow



Above: : Meleah May, Gibson Hall President



Above: Leslie Benford explains the symbolism of quilts



Above: Elana Hillbrand describes navigation by the stars



Left: Melanie Bolden as Harriet Tubman



Left: Joe Hunter as Frederick Douglass



Above: : Leslie Humphries guides along the railroad while guest entertainers share songs of the time

*Sweet Chariot*  
Gibson Hall 2011





## **Holcombe ILLC Geography Series**

Holcombe Geography Series is a country presentation program collaborated by international students on campus and Holcombe International Living Learning Community. For the Fall 2010, students from Russia, Cambodia, the Balkans (Kosovo, Montenegro & Serbia), Egypt and Sweden shared their cultures with the campus community. For the Spring 2011, we had Haiti & Dominican republic in January and Philippines, Brazil, Macedonia, Pakistan and Rwanda are on the list for the coming Geography Series. The presentation is held in the Holcombe Living Room and lasts for one hour including Q&A session. People enjoy conversations afterwards while enjoying authentic cultural snacks or sample food. Forty to fifty people on average come to the Geography Series.

The unique thing about the Geography Series is that countries listed for this program are the under-represented countries at the U of A community (for example, we have only 1 student from Macedonia at U of A as of February, 2011) and it is a great opportunity for students to share their cultures, break stereotypes and promote mutual cultural understanding among students.

I, as a Program Coordinator, and students prepare ourselves by working together and we decide on topics depending on students' areas of interests and current global issues in those countries or regions. For example, the theme for Cambodia was "Let's go travel to Cambodia together" and the presenter used various ways to create experiential learning style presentation. The Balkans United decided to cover the social justice issue around what happened in the past and it was beautiful to see students from Serbia and Kosovo presenting together as great friends. The student from Haiti wanted to share the parts of the country that people might not know through the media while a lot of attention tended to go to the earth quake situation.

There are various ways of presenting countries. International students are able to practice conducting presentations in English and learn how to present their countries/cultures. They are important resources for all of us at the U of A and it is our responsibility to provide adequate educational and cultural programs in order to prepare U of A students as global citizens. Holcombe International Living Learning Community is dedicated to be the place where cultural learning happens among students on campus.

# Peace Dialogue Day Program at Holcombe

Holcombe International Living Learning Community (HILLC) organized a program, Holcombe Peace Dialogue Day on Monday, February 21 in Holcombe Living Room from 6:00pm to 7:30pm. The purpose of this program was to create a safe environment for everyone to express their opinions and learn from each other before we welcome the Dalai Lama on May 11, 2011. While many students are excited about the Dalai Lama's visit in Fayetteville, some students are anxious and worried. We thought it was important for us to organize a program where everyone's opinions would be heard in order for us to have a better understanding about the current issue in Tibet and prepare ourselves properly upon welcoming the Dalai Lama.

Dr. Sidney Burris and Dr. Geshe Dorjee joined us to share their thoughts and gave us a lecture about Tibetan culture, Buddhism philosophy and inner happiness, meditation and so on. They facilitated our conversations regarding peace and non-violence. Questions from participants were thoughtful and everyone was engaging in dialogues. It was a meaningful evening for everyone to listen to two experts and think about how we could contribute in creating a peaceful society. The message from Dr. Burris and Dr. Dorjee was simple: There are many ways for each one of us to accomplish peace and non-violence on a personal level and to make the world a better place. After the dialogue session, we also enjoyed trying on different cultural attires and different kinds of tea from China and Tibet.

It was a sensitive topic to deal with and required long careful preparation. All the preparation contributed by some of Chinese students and two professors led the Holcombe Peace Dialogue Program to be a successful educational program. HILLC will continue to challenge ourselves to bring social justice topics to our programs and enhance students' learning on campus.



Above: Dr. Sidney Burris and Dr. Geshe Dorjee lead the Peace Dialogue in the Holcombe Hall Living Room  
Left: Dr. Geshe Dorjee



# Improving Gmail Login Security With Google 2-Step Verification

In last months' article, I wrote about a simple tool to protect your personal computer. This month we are exploring a more complex issue - securing personal information that lives outside your computer. Increasingly, we depend on web service providers to store personal information on computer systems outside our control (e.g. Facebook, Flickr, Gmail, and your bank). These service providers have yet to standardize on a method to enhance security beyond the password. But Google has implemented an effective two-factor method of login that significantly improves your odds of keeping your personal information under your control.

As an IT professional, I maintain a number of email accounts for work and for personal use. Recently, I had one of my completely unimportant Google Gmail accounts stolen from me by an Internet hacker. All attempts to recover the account failed and Google was no help. I was fortunate that the hacker stole an empty box. Had they stole an account that was used for more than a spam bucket, identify theft could have been a real outcome.

The method of theft involved hacking my password. Once the hacker had my password, they assumed my identity. Then they took steps to ensure I could no longer access the account such as changing the password. Attempts to resolve the matter with Google remain unsuccessful. Shortly after this incident, Google released a new login tool they call "2-step verification." This tool improves security by requiring you to enter a password AND a special code that changes every minute or so. 2-step verification provides improved security over the password-only method of login, but requires you to have access to a cell phone or landline phone when logging in. If you use Gmail for personal email outside of work, you should consider setting up 2-step verification. Had this tool been available when attempts to compromise my Gmail account occurred, the hacker probably would have been unable to access my account. See below for how to get started.

## A Little Security Background

There are different levels of security. In any situation where security is required, the method chosen generally balances the risk and consequence of the security being breached with the cost to provide that security.

Think about your home for a moment. As you left this morning, you probably locked the door. Why? You did not want someone to walk through it and steal your property. But someone could easily throw a rock through your

window, enter your home, and have ready access to your belongings. But breaking windows is not common in Northwest Arkansas, so we do not commonly pay for bars on our windows. Bars are costly so we choose not to pay for security that has a low risk of happening. If you were storing gold bars, you might choose to install bars anyway, because the consequence of theft is so high.

In the computer security realm, we are familiar with using passwords for identifying ourselves. But as connectivity to the Internet has increased, so did the threat. Figuratively speaking, people around the world are now throwing rocks through our windows. Increased security is required to protect the personal information we store. So how do we go beyond the password?

Security of anything is based on three factors of authentication. These factors are:

- something you know (e.g. a password, answers to security questions)
- something you have (e.g. a key to a house, a token generator)
- something you are (e.g. fingerprint, retinal pattern, DNA, your face)

To access our houses, we use something we have, a key. To access our computers, we use something we know, a password. To access a secret room on a military installation might require a fingerprint or retinal scan, something we are. The best security combines all three.

To go beyond the password, Google 2-step verification combines something we know, a password, with something we have, a token generator. A token generator is a small device that presents a second password to the user. But the password changes every minute based on a secret algorithm. In Google's case, they support using your cell phone or home phone as the token generator device. This password is considered 'something you have' because you must have the device with you in order to discover the secret code.

## How to Turn on 2-Step Verification for Your Google Account

First off, let me invite you to work with one of our IT staff to implement 2-step verification. It is not difficult, but we would be happy to help solidify the security concepts. There are options which are too numerous to describe herein.



### To get started with 2-step verification (assuming you already use Google Gmail):

1. Go to <https://www.google.com/accounts/Login>.
2. Sign in to your Google account.
3. Click the link "Using the 2-step verification."
4. Pick the phone model you wish to use from the drop down menu labeled "Select a phone" (e.g. iPhone, Blackberry, Android etc.). You can also choose a landline phone.
5. Click the Next button.
6. Follow the next steps which will change depending on your phone model.
7. All done. In the future, when you want to login to any of your Google accounts (e.g. Gmail) you will be asked for your password and an other secret code that will be available on your phone via text message, voice call, or via an app called "Google Authenticator."

Hopefully this advice will spare you the same fate as my stolen email address. We also look forward to standardization in the industry that helps solve the problem of relying only on a password for security.

If you have questions or comments, please feel free to contact me at [eroberts@uark.edu](mailto:eroberts@uark.edu).

Submitted by Eric Roberts



## CONFERENCES CORNER

Summer always has an element of surprise to it. Whether we are rushing around to put last minute touches on rooms before guests arrive, or shifting bed spaces because Walmart added an additional 100 associates to their rooming list, one element remains; providing the best University Housing experience! Last summer we served approximately 14,000 guests and used around 60,000 bed nights generating around \$720,000 in revenue. Our department was able to complete much needed capital projects due to the summer conferences revenue.

Looking toward this coming summer, we have hired our group of student coordinators: Alicia England, Anthony Farler, Phillip Lewis, and Alex Simpson. All have served as conference assistants, and have an appreciation for the summer conferences work pace: FAST! Currently, we have added five new groups to the schedule, but staying firm to our conferences end date of August 5th for non academic camps. If you have any questions or thoughts regarding the summer conferences program, please feel free to e-mail me [hschnel@uark.edu](mailto:hschnel@uark.edu) or call 575-6151. I always enjoy highlighting the great things that happen in the summer as well as search for better ways to serve our customers.

Submitted by Heather Schneller



# International Living/Learning Community Programming & Holcombe Hall Geography Series



Counter-clockwise from top:  
Holcombe Hall Diversity  
Arabic Night  
Holcombe Night Market  
Holcombe Night Market  
Haiti & The Dominican Republic Night



# Tau Alpha Epsilon Chapter of NRHH Receives Regional Honors

The local chapter of NRHH, the National Residence Hall Honorary, was recognized as the Regional Building-Block Chapter of the Year at the SWACURH No-Frills Conference this past weekend. The intent of the award is to recognize the chapter of NRHH that has done the most in the last year to build or re-build its chapter from essentially nothing so as to set itself up for success in the future. There were other competing bids for this award at the conference, so we feel especially excited to see the hard work of our students recognized. With regional support in hand they will now be pursuing a bid for this same award on a national level which will be decided at NACURH in May.

If you see any of the NRHH leaders, Cameron Mussar, David Blair, Amanda Corwin, or Sunshine Robertson, please tell them congratulations and thanks for all their hard work!

## *Ask Flo!*

### What Does Spring and Summer Hold?

As always spring and summer will be full of activity for our department. Lots of interviews during the recruitment season, students move out, Walmart associates move in – then out, camps arrive – then leave, new Coordinator's for Residence Education arrive, new Graduate Assistants move in, Resident Assistants return, ResNet Techs arrive, training for staff, projects, cleaning, preparations for new school term, contracting, technology needs, purchasing and processing payments, summer school, payroll and on it goes. Are you tired yet?

This is a normal list for housing departments across the nation but often our families, friends and even colleagues on campus think it is a slow time because [you] “don’t have all the students.” I also find this time to be equally exciting and reenergizing. It is similar to a new coat of paint on an old wall of the house, or redoing a child’s room because now they’re a teenager, or picking vegetables from the garden you planted. The work can be tedious and tiring but the outcome and the sense of accomplishment is rewarding. Following is a list of projects housing staff or contractors will be doing this summer. A number of staff was involved in creating a timeline, and while it is challenging, I think it is workable. I would like to say this is a final list however, we are waiting on cost for some items so a few minor things may change. In all it will be an exciting time and as changes occur I will work to keep you updated.

#### Currently in progress:

- Some shower pans in Yocum, Humphreys and Pomfret are being sprayed by contractor
- Energy wheels for Northwest Quad D is being bid out to contractor
- Renovation plan for Humphreys Coordinator apartment has been approved – waiting to see final cost estimates – completion date June 30 by University Housing
- Reid exercise and TV room completion date March 30 by University Housing
- Reid kitchen area completion date September 10 by University Housing
- Life cycle replacement of linens for conference program.

Continued on next page

## DO YOU HAVE A QUESTION FOR FLO?

This is **your** opportunity to ask our Interim Executive Director...whatever you want to!

Email your question to Kent Perrodin at **kperrod@uark.edu** by the 10th of the month. Answers to selected question(s) will appear in the Newsletter at the end of the month.

### Scheduled for summer 2011:

- At Humphreys all of the blinds will be replaced, new beds, replacement of in-room heaters units and the two pipe feed line, electrical upgrade, and new ceiling fans. This will be a contractor and housing project starting June 6 and completed August 11. The estimated cost of the heater units and two pipe feed line replacement is \$1.25 million and the electrical upgrade is \$1.0 million
- Maple Hill West will be painted by outside contractor starting June 27 and finishing July 15.
- Touch up painting will be done in Yocum, Humphreys and Pomfret by University Housing staff to be completed by August 1.
- All of Pomfret will receive new beds, B wing bathrooms will be remodeled using solid surface product and new fan coil unit for each student room, and all floor lounges in Pomfret will receive new furniture and lighting improvements. This will be a contractor and housing project starting June 6 and finishing August 11. Some preconstruction work will take place in mechanical rooms etc. prior to Walmart. Estimated cost of fan coil units and bathroom remodel is \$3.8 million. (pending is decision on great room ceiling and furniture)
- Wilson Sharp – also known as Walton South- is being renovated at an estimated cost of \$4.30 million and will house 68 students this fall with three rooms being ADA accessible. This project is to be completed on August 1.
- 10 N. Garland – also known as Fiji House – is being renovated and will be completed on August 1.

### Future plans:

- In Yocum extensive infrastructure and cosmetic upgrades are being planned over two summers with an anticipated date of FY 12 and FY13 at an estimated cost of \$13,630,000.
- Remodeling of Humphreys bathrooms is being planned for FY 12 at an estimated cost of \$1.98 million.
- New fan coil units for Pomfret C and D wing are being planned for FY 12 or FY13 at an estimated cost of \$857,000.
- New fan coil units for Futrall are being planned for FY12 or FY13 at an estimated cost of \$516,780.

Florence (Flo) Johnson

Interim Executive Director for University Housing



From SWACUHO 2011 (February 20-22), 2010-11 Executive Board, including out-going Arkansas State Director, Felisha Perrodin

